



IBM Machine Control Program Remote Support Agreement offers remote call-in support for HMC machine code

Overview

IBM offers Machine Control Program Remote Support Agreement (MCRSA) for the Hardware Management Console (HMC) machine code. This offering introduces remote call-in support for the HMC machine code. MCRSA enables a single-site or worldwide enterprise customer to maintain software entitlement to remote call-in support for HMC machine code throughout the life of the MCRSA.

A 24 hours per day, 7 day a week support coverage option is also available through this offering for an additional charge.

One year of MCRSA is automatically included for new licenses of programs covered in this announcement. A three-year MCRSA option is also available as an extended coverage option.

Note: IBM may refer to the Agreement for Machine Control Program Remote Support as MCRSA.

Key prerequisites

Refer to the **Hardware requirements** section.

Planned availability date

July 23, 2004

At a glance

Machine Control Program Remote Support Agreement (MCRSA) for Hardware Management Console (HMC) Licensed Machine Code offers a one-year or three-year remote call-in support option for "how-to" questions about the HMC Licensed Machine Code.

For an additional charge, 24 x 7 remote call-in support is available.

For ordering, contact:

Your IBM representative, an IBM Business Partner, or the Americas Call Centers at

800-IBM-CALL

Reference: YE001

Description

Machine Control Program Remote Support

MCRSA for HMC is a one-year or three-year contract offering that enables you to maintain voice support during normal business hours. You can receive voice support during the contract period. If you allow either the one- or three-year MCRSA offering to expire without renewal, simply reorder MCRSA to enable reinstatement.

Contract duration: The MCRSA is offered for one year or three years. The one-year or three-year prepay option must be purchased at the same time as the HMC. Refunds do not apply if cancellation occurs during the one- or three-year contract period. You are not required to renew under either the one- or three-year offering when the contract expires.

If the one- or three-year contracts are not renewed, the contracts will be removed from IBM administrative systems. Contract transfers within an enterprise are allowed.

MCRSA for HMC machine code prices: License entitlement for HMC is based on a single processor. A one-year (5771-RS1) or three-year (5773-RS3) MCRSA must be purchased at the same time as purchase of a new HMC system.

Minimum contract value: None

Upgrade deliverables: None

Adding new licenses to an existing contract: New licenses cannot be added to an existing MCRSA. No proration is allowed. As new HMCs are added, a new MCRSA must be ordered for those licenses.

Adding previously installed licenses to an existing contract: You cannot add installed product licenses to a contract that was not initially covered by an existing contract. These licenses should be added using the renewal feature under a new and separate MCRSA. The support expires when the originally dated MCRSAs are not renewed.

MCRSA for HMC machine code one- and three- year one-time charge (OTC): Structure: A one- and three-year prepay option (represented by two separate program numbers)

- The one-year MCRSA for HMC program number has the following features:
 - Transition feature
 - Per processor MCRSA, one year
 - Per processor MCRSA, 24 x 7 support
- The three-year MCRSA for HMC program number has the following features for each priced entity:
 - Per processor MCRSA, three year
 - Per processor MCRSA, 24 x 7 support

Transition from existing HMC machine code feature: Customers who purchased an HMC and had it shipped during the interim period of May 4, 2004 through July 22, 2004, will have the no-charge "Per processor MCRSA one year Transition" feature added to their customer record for entitlement tracking purposes. The beginning of the contract will start on the day that the feature is added to the customer record. Qualifying customers should contact their IBM sales representative.

Reference information

Refer to Software withdrawal 904-139, dated July 13, 2004, for selected Software Maintenance features.

Refer to Software announcement 204-159, dated July 13, 2004, for information regarding 24 x 7 Software Maintenance support offering.



IBM US Announcement Supplemental Information

July 13, 2004

Offering information

Product information is available via the Offering Information Web site

<http://www.ibm.com/common/ssi>

Publications

The *Agreement for Machine Control Program Remote Support* (Z125-7119) is the only document shipped.

Technical information

Hardware requirements: IBM offers MCRSA for the HMC machine code running on the following machine types:

Description	Machine type/ model	Feature number
Hardware Management Console for POWER4™ Licensed Machine Code	7315-C01	0960
	7315-C02	
	7315-C03	
	7315-CR2	
Hardware Management Console for POWER5™ Licensed Machine Code	7310-C03	0961
	7310-CR2	
Hardware Management Console for POWER5 Licensed Machine Code	7315-C01	0961
	7315-C02	
	7315-C03	
	7315-CR2	

Software requirements: The HMC is a standalone program and does not require a prerequisite operating system or application software. The entire image of the HMC software is contained on a single set of CD-ROMs. This does not include user files and customized configuration data.

Planning information

Customer responsibilities: The customer is responsible for:

- Installing the HMC CD-ROM whenever necessary
- Duplicating their critical data before installing the HMC

Packaging: The MCRSA does not ship any code. MCRSA entitles you to remote call-in support to get answers to your "how-to" questions. MCRSA ships the Agreement for Machine Control Program Remote Support hardcopy publication which sets the terms of the MCRSA.

Your Proof of Entitlement (PoE) for this program is a copy of a paid sales receipt, purchase order, invoice, or other sales record from IBM or its authorized reseller from whom you acquired the program, provided that it states the license charge unit (the characteristics of intended

use of the program — for example, number of processors, number of users), and quantity acquired.

Security, auditability, and control

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering information

HMC is a hardware feature with one charge unit per processor, including remote call-in support services.

New licenses: License entitlement for HMC is based on a single processor. A one-year (5771-RS1) or three-year (5773-RS3) MCRSA must be purchased at the same time as purchase of a new HMC system.

Machine control program remote support

Description	OTC feature number
Machine Control Program Remote Support for HMC, 1-Yr (5771-RS1)	
	Per processor, MCRSA 1-yr
	Per processor, MCRSA 1-yr transition
	Per processor, MCRSA 1-yr, 24 x 7
Machine Control Program Remote Support for HMC, 3-Yr (5773-RS3)	
	Per processor, MCRSA 3-yr
	Per processor, MCRSA 3-yr, 24 x 7

Description	Supply feature number
Agreement for Machine Control Program Remote Support (5771-RS1)	7000
Agreement for Machine Control Program Remote Support (5773-RS3)	7000
HMC Recovery CD Version 3.3 (5639-SB1)	5819
HMC Recovery CD Version 3.3 (5639-SB3)	5819

A supply feature is being added to 5639-SB1 and 5639-SB3 so that customers with existing Software Maintenance Contracts for the HMC Recovery Software are able to acquire the latest HMC Machine Code.

A customer's initial hardware order that includes the HMC feature will automatically include the HMC CD-ROM.

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: <http://www.ibm.com>.

Customization option:

Select the appropriate feature number to customize your order with delivery option desired. This feature can be specified on the initial or MES orders.

Expedite shipments

Description	Feature
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Local IBM Office Expedite (for IBM use only)	3445
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Expedite shipments will be processed to receive 72-hour delivery from the time IBM Software Delivery and Fulfillment (SDF) receives the order. SDF will then ship the order via overnight air transportation.

Preinstall: When ordered, the HMC hardware will be preinstalled 100% of the time with the HMC machine code. Each time an initial order is placed for the HMC hardware, there must be an order placed for the one-year or three-year MCRSA number (5771-RS1 or 5773-RS3) tied to the HMC hardware. No mixing of the 1-year or 3-year MCRSA offerings are allowed.

Terms and conditions

Agreement: IBM International Agreement for Support Program. PoE are required for all authorized use.

The following agreement applies for maintenance and does not require a customer signature:

- IBM Agreement for Machine Control Program Remote Support (Z125-7119)

Limited warranty applies: Yes

Money-back guarantee: If for any reason you are dissatisfied with the program, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. This applies only to your first acquisition of the program.

Copy and use on home/portable computer: No

Volume orders (IVO): Yes, contact your IBM representative.

Passport Advantage® applies: No

Software Maintenance applies: No

AIX®/UNIX® Upgrade Protection applies: No

Entitled Upgrade for current AIX/UNIX Upgrade Protection licensees: No

iSeries™ Software Subscription applies: No

Variable charges apply: No

Educational allowance available: Yes, 15% education allowance applies to qualified education institution customers.

Prices

Description	Program number	OTC feature number	OTC
Machine Control	5771-RS1		
Program Remote			
Support for HMC, 1-Yr			
Per processor, MCRSA 1-yr		0612	\$250
Per processor, MCRSA 1-yr transition		0613	0
Per processor, MCRSA 1-yr, 24 x 7		0614	87
Machine Control	5773-RS3		
Program Remote			
Support for HMC, 3-Yr			
Per processor, MCRSA 3-yr		0569	675
Per processor, MCRSA 3-yr, 24 x 7		0570	236

Order now

To order, contact the Americas Call Centers, your local IBM representative, or your IBM Business Partner.

To identify your local IBM representative or IBM Business Partner, call 800-IBM-4YOU (426-4968).

Phone: 800-IBM-CALL (426-2255)
 Fax: 800-2IBM-FAX (242-6329)
 Internet: ibm_direct@vnet.ibm.com
 Mail: IBM Americas Call Centers
 Dept: IBM CALL, 11th Floor
 105 Moatfield Drive
 North York, Ontario
 Canada M3B 3R1

Reference: YE001

The Americas Call Centers, our national direct marketing organization, can add your name to the mailing list for catalogs of IBM products.

Note: Shipments will begin after the planned availability date.

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